



**CONSUMER
& INDUSTRY
SERVICES**

*"Serving Michigan...
Serving You"*

e-DISCUSSIONS

VOLUME 25 - Summer 2002



Ron Basso Named CIS Acting Director

Deputy Director

Ronald M. Basso was named acting director for CIS.

Basso has served as the Deputy Director for CIS for six years where he was responsible for a broad range of regulatory functions including long term care, administrative law hearings, child day care, health and professional licensing, construction codes and fire safety. He has also served as the bureau director for professional licensure in the former Department of Commerce, as a chief administrative law judge for the former Department of Licensing and Regulation and as an administrative law judge for the Michigan Tax Tribunal. Basso was on staff for two years at the Michigan Senate Research Office.

From the Director

by Kathleen M. Wilbur

As of July 9th, I've begun my public service career with Central Michigan University as Vice President for Governmental Relations and Public Affairs. My 12 years in state government have been an extraordinary time for me and I have enjoyed every moment - even the challenging days. It has given me an opportunity to work with many talented professionals who view state service as a high calling. I believe the Department of Consumer and Industry Services should be proud of our commitment to customer service. It would not happen without the support of all of you. Thank you for allowing me to work with you and succeed as a result of all your fine work.

There have been many great accomplishments in our six years together at CIS from the creation of the Governor's Quality Care Awards recognizing outstanding child and long-term care providers to the historic \$7 million settlement agreement with Ford and the United Auto Workers to protect worker safety following a fatal explosion at the Ford Rouge Complex power plant. I hope you will turn to page 14-15 of this publication to see highlights of our achievements since our department was created by Gov. John Engler on May 15, 1996.

One of those key accomplishments was the launch of the new CIS website, www.michigan.gov/cis, which is the latest enhancement to the award-winning Michigan.gov portal.

In keeping with Gov. Engler's technology agenda, another of my final actions as CIS Director was the launch of our first "e-Discussions," an all electronic version of the CIS newsletter for employees and associates. This newsletter format was developed to reach employees with important news in a more timely and regular basis. The electronic version allows the use of more color and photographs, which I think you will also enjoy. If you would like to contribute a photo or article idea about CIS employees or activities for a future edition of e-Discussions, please send it to our CIS Media & Communications Office, Williams Building, 4th Floor, Lansing or email: ldonla@michigan.gov.

Thank you again for the opportunity to serve with you.





Redesigned Web Site Unveiled for CIS

CIS has unveiled its redesigned web site, which has now been incorporated into the E-Michigan state government web portal.

The new CIS website represents the latest enhancement to the award-winning Michigan.gov web portal. The site, located at www.michigan.gov/cis furthers Michigan's ability to ensure a single face of government to citizens. The new CIS site includes many important features designed to increase citizens' access to Michigan's services. These features include a common look-and-feel, search engine, Quick Links and links to Michigan's privacy and security policies.

The existing web site address will automatically forward to the new site. Please bookmark or add the new site to your browser's favorites.

"We built this web site so it is a one-stop shop for consumers and businesses to find the information they need as quickly as possible," said Ronald M. Basso, CIS Acting Director. "Whether it's verifying a professional's license, choosing a child care provider, comparing auto insurance prices, searching for business entity information, or obtaining required MIOSHA posters for a business -- it's all there in a more convenient format. Businesses professionals and consumers will definitely find visits to www.michigan.gov/cis informative and worth their while."

Instructions for navigating

the new site can be found on the new main page, which explains how the information is now grouped into the series of topically based themes, including:

- **Inside CIS**
- **Commercial Services & Corporations**
- **Construction Codes & Fire Safety**
- **Family & Health Services**
- **Financial & Insurance Services**
- **Hearings, Appeals & Mediation**

- **Liquor Control**
- **Workplace Safety & Health**

The CIS web site has quick links where users can find a general overview of each CIS agency, a list of e-mail and phone numbers, and a list of all available online services.

The Public Service Commission, an agency within CIS, can now be reached at its new web address: <http://www.michigan.gov/mpsc>.

Library of Michigan Offers Resources to Help State Employees with Research

The Library of Michigan is making an effort to greater publicize the information and services they can supply to the various offices and programs in Michigan State Government, including CIS.

Experienced research librarians use a vast selection of electronic and print resources to find the information you need, when you need it. A variety of services are included in research:

- Locate articles in newspapers and magazines.
- Provide factual and statistical information, such as demographics, addresses, quotations and dates.
- Loan materials from the Library's extensive collections.
- Investigate a topic and send appropriate background and in depth materials.
- Obtain materials we do not own from other libraries through Interlibrary Loan or Document Delivery.
- Develop subject bibliographies.

For research assistance for a broad range of questions:

-Call: 373-1300 - Fax: 373-5853

-Email: librarian@libraryofmichigan.org

For law-related questions:

-Call: 373-0630 - Fax: 373-3915

-Email: lmllib@libraryofmichigan.org

For further information about resources available, please visit <http://libraryofmichigan.org/services/question.html>



Receptionist Directory System Helpful Tool for CIS Staff

Can you imagine what it would be like to be the person that answers the central phone system for a department as large as CIS? They cheerfully answer the phone for citizens and attempt to direct the call to the most appropriate area. In a department as diverse as CIS this can be a challenge. Besides being versed in what each CIS area covers, they often direct calls to other state departments and outside businesses.

Over the years, the Director's receptionists have developed extensive phone lists to easily locate the most appropriate phone number for a citizen's need. BTS has recently written a replacement system that makes it even easier for the receptionists to locate needed information.

The Receptionist Directory System is not like a regular phone book. Not only does it contain phone numbers, it also contains addresses and even directions to offices all searched by topic. Once you enter the search criteria, the system returns all the possible matches from the database. You can click on the record to pull up the details.

Help - I think I have a virus!

By Dave Hengesbach & Lane Whittaker, Tech Support

Just as there are different ways to get a virus, there are also different ways to detect and clean a virus. Most antivirus programs look for the viruses' program code or "signature" as it is called. The problem is that not all antivirus applications are 100% fool proof. There are new viruses that come out every day. Most new viruses use the same basic programming or "signature" as older viruses with just a little bit of modification. This makes them easy to detect and clean, but the newer viruses can be completely different. Some

of these new viruses even spread before the antivirus manufacturers have a cure for it.

How am I protected? Unless the antivirus applications are updated on a regular basis, by both the manufacturer and the customer, the latest viruses will not be detected. Also the more sophisticated viruses change themselves each time they execute or infect a file. This means that viruses sometimes alter files in the same manner as standard applications. This also means that legitimate programs are sometimes being falsely identified as viruses.

There are different things that can be done once a virus is detected. The infected file can be cleaned by the antivirus program as long as it knows how to clean it.

Here is the best part. This system is web based and available to all CIS employees through the CIS Intranet. You can access this system by pointing your web browser to <http://web2.cis.state.mi.us/wreception>. It can also be reached from a Receptionist Directory System link via the CIS Intranet home page (<http://web.cis.state.mi.us>).

Once you are at the Receptionist Directory System, you simply type the topic in the Search Value for your search criteria and press Search Now or the Enter Key. Try searching for "License".

If you know of information that should be included in the Receptionist Directory System, contact the Director's Office 373-1820 to have that information added to the database.

This system has been written so we can better serve citizens. We hope that you will use this tool in your daily work.

Check out:
web2.cis.state.mi.us/wreception

When your antivirus program identifies a virus it usually asks if you want it to clean the file. A file can also be deleted to avoid it from spreading. If you know a certain file is infected, do not open it, just delete it. The file can even be moved off into separate folder and thus be "quarantined" until it can be checked and cleaned.

The servers are scanned and upgraded every night and we have the desktops scanned and upgraded once a week. If a virus has been detected on your desktop PC you will be notified by the Antivirus software. If you are notified or believe you have a virus, please contact the CIS Helpdesk at 241-6600 or follow your Bureau's procedures for computer problem reporting.

Winners of 2002 Governor's Quality Care Awards Announced

Michigan Department of Consumer & Industry Services (CIS) Director Kathleen M. Wilbur presented awards to a record number of winners at the 5th Annual Governor's Quality Care Awards, which was attended by nearly 700 people at Michigan State University Kellogg Center on June 19.

The awards program, which was launched by Governor John Engler in 1998, recognizes outstanding state-licensed child care homes and centers, before/after school programs, nursing homes, hospices, homes for the aged and adult foster care facilities.

Twelve of this year's winners are previous recipients of the Governor's Quality Care Awards.

"The nominations we received for previous winners of the Governor's Quality Care Awards had a similar theme. Family members wrote 'We didn't think they could get any better than when they won the Governor's Quality Care Award before - but they did!' Their nominations indicate that those who are at the top of their profession in child and long-term care are often looking for new and innovative ideas to implement to raise the level of care even further. That's what we as state regulators love to hear and we had hoped would happen with this awards program," Wilbur said

The 75 winners were selected from nearly 1,000 nominations submitted to CIS. The nominations were first reviewed by a panel of child and long-term

***"Dear Mrs. Wilbur,
I would like to thank
you and your staff for
such a wonderful
evening and for such
a fantastic award...It's
such a wonderful
feeling to be recog-
nized for something I
love to do!"***

Beth A. Fryer
Teddy Bear Day Care,
Traverse City

care experts followed by a licensing check to narrow the field to finalists. As part of the selection process, Wilbur and now Acting Director Ron Basso visited each finalist.

For additional information about the Governor's Quality Care Awards and the list of past winners, please visit:
www.michigan.gov/cis.



Child care provider Terence Bond of The Discovery Place in Pontiac shows off his awards after the Governor's Quality Care Awards dinner, which had a record turn out of 700 people.



Representatives of Morning Glory House Adult Foster Care of Parchment accept the Governor's Quality Care Award from CIS Director Kathy Wilbur.



Homes for the Aged winners were Bishop Hills Elder Care, Rockford; Summit Park Assisted Living Center, Jackson; and The Gilbert Residence, Ypsilanti.



Above, Utica Community Schools of Sterling Heights won in a new category: Before & After School Programs. Below, Rep. Andrew Raczowski (R-Farmington Hills) staffer Jim Taglauer presents a resolution in honor of Farmington Hospice Home #1, in Farmington Hills.



Lapeer County Medical Care Facility in Lapeer received the Governor's Quality Care Award in the nursing home category.



Angela Mann of Angie's Daycare of Royal Oak accepts her award from Ron Basso.



HRMN is One Stop Site for Your Personnel Information

Have you used your HRMN Self Service Application (SSA) lately?

This application was made available to all employees with computer access in the Department of Consumer & Industry Services in 2001. This application was designed to provide State of Michigan employees with on-line access to a variety of personal information such as benefits, dependent information, emergency contacts, and pay history.

Employees may update their records to reflect changes in certain information, such as direct deposit enrollment, marital status, and home and e-mail address. At this time the SSA is only available through the CIS Intranet site. If you haven't applied yet, please use the following address: <http://hrmnssa.state.mi.us> and follow the step-by-step instructions to log on and use the HRMN Self Service Application (SSA).

After you apply and your application is approved, your password will be sent to your home address. This will take approximately five days.

If you have any problems signing up, please contact your bureau liaison or Margie Holben at (517) 373-4771.

Office of State Employer Insurance Information

The following procedural changes related to insurance benefits have been received from the Office of State Employer:

Address Change - If you are enrolled in an HMO or DMO and you will be changing your home address, you need to check with the Office of Human Resources (OHR) before you move to be sure your provider services your new area. If they do not, you will need to select a new insurance provider prior to moving because your current insurance will automatically stop when a change of address is processed. Failure to check this out before you move may result in a lapse of insurance coverage.

Dependents (Students, ages 19-24)

- If you have a dependent who is approaching his/her 19th birthday, or if you receive a request for eligibility verification of a 20-24 year old dependent, you must submit proof of enrollment in an accredited educational institution and the Verification of Dependent Eligibility form prior to their birthday to avoid a lapse in insurance coverage.

Newly Married Employees - You must complete an insurance application immediately to add your new spouse to your insurances. Benefits will be effective upon

receipt of documentation in OHR. According to regulation, benefits will not be retroactive to the date of the marriage. A copy of your marriage license must be submitted with your application.

Newly Divorced Employees -

Insurance coverage for an ex-spouse ends on the day the divorce is final. Failure to submit an application to delete insurance coverage may result in loss of COBRA benefits for dependent(s) who are being removed. In addition, the employee may be obligated to reimburse the State of Michigan for the state's share of dependent coverage (this includes insurance premiums and any services rendered after the date of divorce). A copy of the first page of the divorce decree showing the effective date of the divorce must be submitted with your application.

Finally, as a reminder, be sure to update your beneficiary forms when personal or family circumstances change to prevent incorrect payouts for:

- Retirement (Defined Benefits and Defined Contribution)
 - Life Insurance
 - Final Compensation
 - Deferred Compensation
- Please call your OHR

Transaction Liaison at (517) 373-1850 with any questions or to obtain necessary forms.

Check out CIS' Vacancy Hotline, (517) 373-1193, the OHR Intranet web page or michigan.gov for job vacancies.



State Legislature Activities Continue Into Summer Months

Despite talk of an early recess, legislative activity continued into July and beyond this year. The Legislature completed action on most of the 2002-3 budget bills, including the CIS budget bill, in July. Except for one session day scheduled for August 13, the Legislature is now on its summer break. Both the House and Senate resume regular sessions on September 17.

June legislative activity included:

- Bills transferring private detective, security guard, and security alarm licensing from the Department of State Police to the Department of Consumer and Industry Services (Senate Bills 425 and 929) were enacted. Transition discussions have begun with the Department of State Police.
- The long battle between the homebuilders and the architects over whether an architect or engineer's seal was required on certain single-family detached dwellings ended in a compromise as the Legislature enacted House Bill 5819.

Bills passed by the Legislature in July included:

- The CIS budget bill (House Bill 5644) was enrolled and sent to the Governor.
- Legislation permitting a private cemetery placed in receivership to be sold to a municipality or other party (Senate Bills 534-5) was enacted.



Michigan's Summer Energy Appraisal Released

The Michigan Public Service Commission (MPSC) released the report "Michigan Energy Appraisal: Summer 2002." The appraisal reviews the projected prices and availability of energy in Michigan over the summer months.

Summer energy supplies are improved compared to the past couple of years when supplies were tight and prices volatile. Gasoline supplies this spring were in better shape than the last two years when disruptions in the Midwest pushed prices briefly to \$2 per gallon. Prices are expected to be below last summer's levels. Customers are switching to alternative electric suppliers, taking advantage of full electric choice, which started January 1, 2002. In addition to this shift in electric loads, about 2,400 megawatts (MW) of new natural gas-fired electric generating capacity is expected to come on line in Michigan.

Some of the report highlights include:

Natural Gas – Michigan's natural gas deliveries for the year 2002 are expected to increase 6.7 percent following last year's 5 percent decline. Consumption was down this winter due to weather

about 12 percent warmer than normal. Low demand and the effects of high storage balances carried over from 2001.

U.S Oil Imports – Recent world events have once again focused attention on sources of imported oil. Such events can affect both the prices and availability of crude oil. The United States imported 54 percent of its petroleum supply in 2001. Petroleum imports averaged 10.6 million barrels per day in 2001 to meet a total U.S. demand of 19.6 million barrels per day.

Petroleum – Events in the Middle East, OPEC's January 2002 reductions in production quotas, and renewed economic growth have combined to cause crude oil prices to rise. OPEC will need to increase production in the later half of the year to match the growth in demand.

The Michigan Energy Appraisal is prepared every six months. To view the report, go to: www.michigan.gov/mpsc and click on "Consumer Information."



Bureau of Safety & Regulation

MIOSHA Employees Volunteer at World Trade Center Recovery

Thirty safety and health professionals from Michigan volunteered to work in New York City as part of the around-the-clock effort to ensure the safety and health of workers involved in the World Trade Center recovery effort.

The volunteers are from CIS Bureau of Safety and Regulation, which is responsible for administering the Michigan Occupational Safety and Health Administration (MIOSHA). The volunteers were paired with representatives of the Occupational Safety and Health Administration (OSHA) at the World Trade Center.

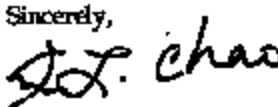
"The World Trade Center is one of the most dangerous work-sites in America," said CIS Director Kathy Wilbur. "We were proud to send our MIOSHA professionals to help ensure the safety and health of the heroic men and women who are tirelessly working in the recovery operation at Ground Zero."

Since the September 11 terrorist attack, OSHA worked at the World Trade Center site 24 hours a day, seven days a week to help protect workers involved in recovery, demolition and site clearing operations. About 800 federal and state OSHA staffers from throughout the United States have assisted in the protection efforts. OSHA recorded several thousand injuries and more than 40 near misses during recovery efforts.

MIOSHA volunteers repre-

sent the Occupational Health Division, the Consultation Education & Training Division, the General Industry Safety Division, and the Construction Safety Division. Some tasks included: performing construction safety evaluations, fit-testing volunteers for respirators and distributing personal protective equipment.

"This was a phenomenal experience that I will never forget. The range of emotion in all workers indescribable. Before I left, Chief [Martha] Yoder stated 'Remember that you are part of history being part of the recovery.'"
- Ruth Hindman, General Industry Safety Division

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| JUN - 7 2002 | SECRETARY OF LABOR WASHINGTON | CIS Director's Office |
| The Honorable John Engler Governor State of Michigan P.O. Box 30013 Lansing, MI 48909 | | JUN 18 2002 |
| Dear Governor Engler: | | |
| Please extend my gratitude to the State of Michigan staff who worked with the U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) to ensure the safety and health of workers at the World Trade Center disaster site. | | |
| Since the tragedy on September 11, the OSHA staff and others from throughout America have been working at the World Trade Center disaster site around the clock, seven days a week. More than 1,000 federal and state safety and health professionals have helped to protect workers engaged in recovery, demolition, and site clearing operations. | | |
| Together, these individuals have taken more than 6,061 air and bulk samples for asbestos, silica, lead and other metals, carbon monoxide, noise, and numerous organic and inorganic compounds to help in risk assessment and monitoring. They have distributed more than 130,000 respirators, showed workers how to use these respirators, and provided round-the-clock monitoring of the site to identify and correct hazards. | | |
| We deeply appreciate the dedication of these workers and their willingness to set aside personal plans and projects. We especially thank you for your willingness to send staff from the State of Michigan to help the Nation in this time of need. Their assistance to OSHA and to their fellow Americans in New York City exemplifies the best in public service. | | |
| Sincerely,  Elaine L. Chao | | |



Bureau of Commercial Services

Real Estate Licensees Added to List of Professionals Using Michigan.gov E-License for Renewal Via Internet

Real estate licensees have joined the list of e-license professionals who can renew their licenses via the Internet as part of the latest enhancement to the award-winning Michigan.gov web portal.

The Michigan Department of Consumer & Industry Services' (CIS) Bureau of Commercial Services is notifying individual licensees who are making no name or address changes that they can now renew their license on-line and pay for their renewal fee with a credit card.

"Licensees who take advantage of this paperless option will have their licenses renewed more quickly since the entire process is electronic," CIS Acting

Director Ronald M. Basso said. "Many of our health professionals licensees, such as physician's assistants and psychologists, have already been using the e-license feature and the favorable response has been overwhelming. We will continue to add more professions in the future since our customers enjoy the accessibility and convenience of this new Internet option."

CIS is mailing renewal applications for real estate licenses expiring 10-31-02 to Brokers/Associate Brokers in July and to Salespersons in August. Individuals using the electronic renewal process still must meet their continuing education (CE) requirements. Licenses will not be

"We will continue to add more professions in the future since our customers enjoy the accessibility and convenience of this new Internet option."

- Ronald M. Basso
CIS Acting Director

renewed unless the appropriate CE hours have been reported.

Electronic renewal of a real estate license is available by going to: www.Michigan.gov and clicking on the "E-license - Renew Your Professional License Online" option under the Online Services icon.



Office of Fire Safety

Fire Safety Representatives Protect Public's Safety at Olympics

Two CIS representatives were working to protect the public's safety at the 2002 Winter Olympic games in Salt Lake City.

Tony Sanfilippo, director of CIS Office of Fire Safety, and Ronald Farr, State Fire Safety Board member, were amongst only 23 individuals selected by the International Fire Marshal's Association and the Park City Fire Service District to serve as Fire Safety Inspectors.

Sanfilippo and Farr assisted the Park City Fire Service District with fire prevention and public

safety issues at the Utah Olympic Park, Park City Mountain Resort and Deer Valley Resort, where venues were scheduled. Inspectors also worked with Park City inspectors during Historic Main Street

Wilbur said, "The Olympics had a very high level of security with several thousand security personnel from the local, state, federal and international level working to protect the public's safety. It is very much an honor to have two of our own CIS team to have been part of this prestigious group, but it isn't a surprise

because both Tony and Ron have been recognized at the national level for being amongst the best of the best."

Sanfilippo and Farr have extensive experience in protecting public safety since the CIS' Office of Fire Safety and State Fire Safety Board has the mission of protecting life and property from fire, smoke, hazardous materials and fire related panic in specific types of public facilities in cooperation with other fire organizations within the state.



Liquor Control Commission

Michigan Kicks Off Campaign to Decrease Underage Drinking *LCC Introduces New Phone and Web Hotlines*

Michigan Liquor Control Chair Dan Gustafson together with Department of Consumer & Industry Services Director Kathy Wilbur, and key supporters kicked off an ad campaign, website and toll free hotline aimed at reducing the number of alcohol sales to minors.

"This is an effort to discourage underage drinking and sales to minors," said Gustafson. "We think this campaign will support industry and other efforts to decrease teen alcohol use. We want to increase the peer pressure on parents, irresponsible vendors and teens by driving home the point that we all lose when kids buy booze."

Research clearly shows that underage drinking has very serious and often deadly consequences including increased assaults, vandalism, homicides, suicides, teen pregnancies and sexually transmitted diseases.

"Underage drinking causes problems now and leads to more problems later," said Wilbur. "This

message underscores that the state and responsible vendors can't do this alone, we need parents to help by calling the hotline or logging onto the website.

Together we can change the culture."

The campaign consisted of a pilot placement of commercials in the Lansing and Jackson media markets and a statewide distribution of radio, television and billboard public service announcements (PSAs).

"We all win if our efforts against underage drinking produce happier, healthier teenagers," said Gustafson.

The toll free hotline (1-866-893-2121) is answered by LCC Enforcement Division staff during normal business hours where callers will be asked to report the licensee name (if known), business name, address, and nature of the complaint.

Concerned citizens can also submit information via the Internet at www.reportunder21.com. The complainant's contact information will be held in the strictest confidentiality.

**WE ALL
LOSE
WHEN KIDS BUY
BOOZE!**

Liquor Commission Teams With Treasury To Collect Delinquent Taxes

The Michigan Liquor Control Commission (MLCC) is again working with the Michigan Department of Treasury to collect outstanding tax debt from MLCC license holders. The Commission recently ordered a stop on the renewal of 261 licenses for those businesses owing back taxes to the State of Michigan.

The licensees, who were advised of both the action and their right to a hearing, were offered the option of paying the tax debt or, via written request, scheduling a hearing with Treasury officials to discuss their outstanding liability. A total amount of \$8,831,535 is due.

Liquor Commission Chairman Dan Gustafson said, "This cooperative effort is a step in the right direction of working together with another state department. Improved communication and a fair hearing structure to recoup the funds owed is the goal of this effort. Any licensee who makes arrangement for payment with the Department of Treasury is immediately allowed to renew their liquor license."

Several members of the MLCC Licensing staff are assisting licensees in working with the Department of Treasury.



Ford & Visteon to File Jobless Claims for Hourly Workers

Two of Michigan's largest employers have agreed to file unemployment claims on behalf of their hourly workers during lack of work layoffs.

"Ford Motor Company and Visteon have joined DaimlerChrysler in partnering with the State of Michigan in a new program that allows the three employers to file unemployment claims on behalf of their workers during plant shutdowns or other mass layoffs," said Jack Wheatley, director of Michigan's Bureau of Workers' & Unemployment Compensation (BW&UC).

With the partnership, the three companies can electronically file unemployment claims for employees laid off from any of their Michigan facilities.

The Ford and Visteon agreements went into effect on June 30, while the DCX agreement became effective in late May.

"The process, which we call employer filed claims, will be a major convenience to workers with the three companies," Wheatley said. "It will save them from having to apply in person at one of our offices.

"It will also prevent over-

crowding in our offices during large layoffs or shutdowns with any of these three employers, allowing our staff to better serve others who are applying for unemployment benefits," Wheatley noted.

The BW&UC is working to expand its employer filed claim process and is in discussions with General Motors and Delphi. Recent changes to the bureau's administrative rules will require larger employers in the state with a history of mass layoffs to file unemployment claims on behalf of their employees.

Summer Kicked-Off with Youth Employment Awareness

Governor John Engler and Lieutenant Governor Dick Posthumus issued an Executive Declaration in observance of Youth Employment Month for June, 2002 to educate employers about legal and safe working environments for the state's working teens. This summer approximately 350,000 teenagers aged 16-19 are expected to become employed in Michigan and for many it will be their first jobs.

The CIS Bureau of Workers' & Unemployment Compensation's Wage and Hour Division teamed up with the U.S. Department of Labor Wage & Hour Division as part of the national "Youth Rules!" campaign by visiting employers to pass out fliers and discuss legal aspects of employing minors in Michigan.

The educational campaign

included visits to retail and fast food establishments where the majority of teenagers are employed and to school districts which are responsible for distributing work permits.

"Michigan employers are encouraged to recognize that hiring youth, even if it is just for the summer, is an investment in the future of this state," Governor John Engler said. "These early work experiences help reinforce the work skills and attitudes taught in our homes and schools and will have a major impact on our work force of the future."

CIS Director Kathy Wilbur said minors are required to have a work permit, which can be obtained in any Michigan school district. Generally, youths must be a minimum of 14 years old for most jobs, however kids as young

as 11 can work as a golf caddie, sports referee or as a farm worker.

Wilbur said, "Michigan's child labor laws were created to ensure the safety and well-being of the state's youngest workers. It is important for employers to be educated particularly during summer months when more teens are joining the workforce to fill minimum wage jobs created by the increase in the state's tourism and recreational activities."

Michigan child labor law requires that minors not be allowed to work more than five hours without a 30 minute break period. Adequate adult supervision is also required for working minors. Minors can not work past sunset or 8 p.m., whichever is sooner, without adult supervision at a fixed location where cash transactions occur.



Bureau of Health Services

Scholarships Awarded to Address National Nurse Shortage

Consumer & Industry Services (CIS) recently presented \$4,400 checks to several colleges and universities to provide scholarships for students in registered nurse programs.

Educational institutions recently receiving the scholarship include: Finlandia University, Bay De Noc Community College, Wayne State University, Davenport University, Southwestern Michigan College, St Clair County Community College, Madonna University and Kirtland Community College.

Each of these colleges and universities is receiving a \$4,400 nursing scholarship grant as part of a program initiated in 2000 by CIS to address a national shortage in the nursing profession. The Michigan Board of Nursing, a CIS board of health professionals and public members appointed by Governor John Engler, proposed a scholarship fund after it determined a need for nursing professionals based on state and national

health data.

CIS Director Kathy Wilbur said the state program disbursed \$225,000 in its first year to

Colleges & Universities Recently Receiving Scholarships for Nursing Students:

- ◆ **Finlandia University**
- ◆ **Bay De Noc Community College**
- ◆ **Wayne State University**
- ◆ **Davenport University**
- ◆ **Southwestern Michigan College**
- ◆ **St. Clair County Community College**
- ◆ **Madonna University**
- ◆ **Kirtland Community College**

Michigan colleges and universities to train 45 advanced practice nurses to work in medically underserved communities. The program is expected to provide more than \$202,000 scholarships this fiscal year for students pursuing an associates or bachelor degree to become a registered nurse.

"The response to the program by the eligible Michigan colleges and universities has been very enthusiastic. Health care statistics indicate a need for nursing professionals across the nation, and Michigan is certainly no exception," Wilbur said. "Our goal is to have the scholarship recipients working in different counties in Michigan to provide better coverage in areas where their services are needed the most."

CIS invited 46 Michigan schools with accredited nursing programs to apply for participation in the scholarship program. The scholarships will provide a one-time grant to students for tuition, books and fees.



Bureau of Health Systems

Tips Help Keep Residents Cool During Heat Waves

The Bureau of Health Systems sends out a heat alert every year to nursing homes and other health facilities to ensure that facilities keep temperatures between 71-81 degrees F, as required by federal rules for facilities initially certified after Oct. 1, 1990. The heat alert is available at: www.michigan.gov/cis and click on "Family & Health Services."

These health tips are beneficial to all, but are especially important for the elderly, the young and others with chronic health problems. Tips include: stay out of the direct sun as much as possible; keep outdoor activities to a minimum especially during the hours of 10 a.m. to 2 p.m.; wear lightweight, loose-fitting clothes; drink plenty of water since excessive perspiration depletes large quantities of salt and fluid from the body; and take tepid baths to reduce the body's internal temperature.



OFIS Releases Rate Guide to Assist Michigan Consumers

The typical Michigan motorist will experience increased automobile insurance rates during the coming year. Michigan motorists can combat the rising rates by using a recently released consumers' guide to rates.

"Recent rate filings with the Michigan Office of Financial and Insurance Services (OFIS) show that some motorists will experience rate increases of 10% or more over last year. Michigan continues to have a good automobile insurance market for consumers. The rate increases we are experiencing are identical to national trends," said OFIS Commissioner Frank M. Fitzgerald. "As rates increase, it is especially important to shop for the best value. The 2002 Buyers' Guide to Auto Insurance can assist Michigan consumers in getting the best possible price on their automobile insurance."

Fitzgerald announced today

that the "2002 Buyers' Guide to Auto Insurance in Michigan" is now available on the web at http://www.michigan.gov/cis/0,1607,7-154-10555_13222_13224-34099--,00.html. Hard copies of the guide are available for printing at that site or by contacting OFIS toll free at (877) 999-6442.

The interactive version of the buyers' guide allows users to choose an example that most closely fits their situation and location to get a general idea of rates for auto insurance. The user can review example rates for a select list of companies or for all auto insurance companies in Michigan. The same example information is available in the hard copy of the guide.

"Because of high investment returns and low medical inflation during the 1990s, insurance companies were able to pass on small premium increases,"

added Fitzgerald (OFIS).

"Consumers benefited through low rates and plenty of choice in companies offering insurance. Michigan consumers still have a wide choice of companies, but insurers are having to increase their rates to more accurately reflect the cost of providing automobile insurance."

More information on automobile insurance is available in the OFIS publication "Consumer Guide to No-Fault Auto Insurance." This guide explains mandatory coverages that are required under no fault, lists optional coverages like collision and comprehensive, cites factors that affect the cost of insurance, and offers some suggestions for lowering insurance rates. The guide is available at www.michigan.gov/documents/cis_ofis_noflt_gd_25094_7.pdf or by calling OFIS toll free at (877) 999-6442.

Important Consumer Information Available on the Internet

OFIS Commissioner Frank M. Fitzgerald announced that health maintenance organization (HMO) and insurance company financial statements are available on the OFIS web site.

"With the posting of this insurance financial information, OFIS is continuing the effort to make government more accessible to Michigan consumers," Fitzgerald said. "From the OFIS web site, consumers can access complaint, financial and enforcement information, as well as find out how to file a complaint. All of this information is also available by calling OFIS toll free at 877-999-6442."

Links to the electronic information:

- HMO financial statements are at http://www.michigan.gov/cis/0,1607,7-154-10555_12902_18956--,00.html.
- Insurance company financial statements are available at <http://www.naic.org/servlet/cis.Main>.
- OFIS complaint statistics are at http://www.michigan.gov/cis/0,1607,7-154-10555_12902_12912--,00.html and ratios are at http://www.michigan.gov/cis/0,1607,7-154-10555_12902_12916--,00.html.
- Securities and insurance enforcement actions is at http://www.michigan.gov/cis/0,1607,7-154-10555_12902_12920--,00.html.

CIS Accomplishments:

1996

-New Department Created. On May 15, 1996 Governor John Engler created the Michigan Department of Consumer & Industry Services. The new department was part of his overall effort to provide Michigan families with a more service-oriented, user-friendly state government. Regulatory functions in the former departments of Commerce and Labor were merged together with pieces of five other departments. With similar agencies under one roof plus some reorganization and streamlining, the Governor's vision for more fair, consistent and timely service to the public is being realized.

-MIOSHA Merged. For the first time since their inception in the 1800s, the Michigan's occupational health and safety programs were merged under a single agency. This has resulted in significant improvements in timeliness, consistency and customer service.

1997

-Paperless Filing Introduced. The CIS Corporations, Securities and Land Development implemented the Mich-ELF corporate record filing system. The program is paperless; using a fax gateway that displays documents on a computer screen instead of printing on paper. Thousands of corporate documents are routed, reviewed, filed and added to the public record without

creating any paper.

-Liquor Sales Privatized.

Michigan turned over liquor warehousing and distribution to the private sector. This change has allowed the Liquor Control Commission to more effectively meet customer needs and to put more resources towards licensing and enforcement efforts including curbing underage drinking.

-Office of Fire Safety Created.

The CIS Office of Fire Safety was created by Executive Order. This agency is responsible for a variety of fire safety inspections and life safety training. During its first two years, Fire Safety has upgraded and adopted minimum fire safety standards that coincide with national standards and the office has initiated a new fire inspector's school.

1998

-Introduction of Competition in

Natural Gas. All large commercial and industrial customers can now shop around for alternative gas suppliers. Currently implementing pilot programs to allow residential customers to do the same. More than 250,000 residential customers in Michigan have chosen a competitive gas supplier. Virtually all large commercial and industrial customers have done so.

1999

-Technological Advances in

Licensing. Under Governor Engler, the CIS Bureau of Health Services now reaches beyond the state's borders providing web-based licensing and regulatory information, working with other states to review Internet prescribing and providing leadership in the management of chronic pain.

-Historic Worker Safety

Settlement. MIOSHA reached an historic settlement with Ford and the UAW as the culmination to the Ford Rouge Power Plant explosion investigation. The groundbreaking \$7 million agreement included a record \$1.5 million fine and an abatement process that involved all Ford operations not only in Michigan but nationally. Other aspects of the agreement included a \$1 million donation to three regional burn centers, \$1 million for research and a \$1 million scholarship fund honoring the six employees who died from the explosion.

-Tax Cuts for Job Providers. Since 1991, revisions to Michigan's unemployment insurance laws have saved Michigan employers an estimated \$800 million in state unemployment taxes. They have allowed for a 10 percent reduction in employment taxes and a cut in the account building component of the employer's tax rate. The bottom line: the cost of doing business in Michigan has been drastically reduced.

Highlights from 1996-2002

2000

-Unemployment Agency Implements Wage Record.

Michigan's unemployment insurance program undergoes a major change with the new wage record system replacing the wage request system. Employers save the time and expense of filling out nearly one million UA wage request forms annually. Unemployed workers also know immediately upon filing their benefit claims how much their benefit checks will be, instead of having to wait for up to 14 days. Wage record saves about \$5 million annually in taxpayer dollars through reduced administrative costs.

-Office of Financial and Insurance Services Begins Operations.

The Office of Financial and Insurance Services (OFIS) begins operation. OFIS regulates the insurance, financial and securities industries.

-Consumer's Corner Cable Show Receives 3 Telly Awards.

Three CIS Consumer's Corner cable shows were selected for the 21st Annual Telly Awards, which recognizes outstanding achievement in the TV, commercial and video industry.

-New Division of Nursing Home Monitoring Created.

CIS creates the new Division of Nursing Home Monitoring and made other organizational changes within the Bureau of Health Systems in an effort to

improve long-term care facility oversight and complaint investigations.

CIS Initiates Nursing

Scholarships. CIS disburses over \$300,000 to colleges and universities to provide scholarships for advanced practice nursing students. The grants are part of a program initiated this year to address a national nursing shortage.

2001

-CIS Launches New Nursing

Home Work Group. A new work group is launched to study the impact of nursing home regulatory issues. The workgroup is charged with clarifying specific regulatory terms and creating interpretative guides to better identify when serious deficiencies occur.

-Michigan Workers' Disability Compensation Website Ranked 1st

in Nation. The Bureau of Workers' Disability Compensation (BWDC) website is the best in the nation, according to a national publication.

-Charities Receive Funds from

Tyson fine. Twelve charitable organizations received grants from a \$200,000 donation made by boxer Michael Gerard Tyson as a result of disciplinary action. CIS' Athletic Board of Control voted to sanction boxer Michael Gerard Tyson for actions stemming from his Oct. 20, 2000 bout with Andrew Golota at the Palace of

Auburn Hills.

-New Online Resource for

Parents Launched. CIS and e-Michigan combine forces to create a new licensed child care locator service by name, address or ZIP code.

-Lomac Fined More than \$3 Million as a Result of Explosion.

CIS announced a Settlement Agreement with Lomac LLC in Muskegon, with a combined total of more than \$3 million in penalties and additional activities, and 15 violations.

2002

-New Bureau of Workers' & Unemployment Compensation

Officially Begins. The new bureau unites the former Unemployment Agency (UA), Bureau of Workers' Disability Compensation (BWDC), the Workers' Compensation Board of Magistrates, and the Wage and Hour Division.

-CIS Web Site Unveiled. CIS unveils its redesigned web site, www.michigan.gov/cis.

-CIS Receives Awards. CIS receives two awards from the Public Relations Society of America Central Michigan in the Audio Programs category for the live weekly radio show "Consumer's Corner" hosted by CIS Director Kathy Wilbur and the Crisis Communications category.